



BOARD/COMMISSION RECOMMENDATION

Electric Utility Commission

Recommendation No. 20150518-027

Electric Utility Bill Dispute Resolution Process

WHEREAS, Austin Energy does have a procedure by which an electric utility bill can be disputed, but it is difficult to find this information on the Austin Energy website and a written complaint was received by the Electric Utility Commission, stating that at least one customer was told that there is no such policy; and

WHEREAS, dispute process information is included in a brochure entitled “Confidentiality, Customer Rights, Personal Information,” a title that doesn’t indicate that dispute process information is included, and only a general telephone number is provided, but no contact name is provided;

NOW THEREFORE, BE IT RECOMMENDED BY THE ELECTRIC UTILITY COMMISSION OF THE CITY OF AUSTIN:

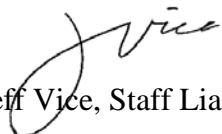
That the City Council require Austin Energy to:

- Post clearly on the home page a link to a document that includes “Disputing an Electric Utility Bill” in the title, and that it be provided in English and Spanish, and
- Provide a website address and phone number for “Disputing an Electric Utility Bill” on every monthly insert that goes out with utility bills, or be included on the bill itself, and that
- A determination be made as to the individual who should be contacted within Austin Energy to receive and address bill dispute issues, and that this contact be provided to the public. The Austin Energy Low Income Customer Advocates Working Group recommended in 2014 that an ombudsman be designated.
- All Customer Care employees be trained as to how to provide callers with the correct website link for dispute resolution policy information and to provide the name of the correct contact person who can address a bill dispute.

Date of Approval: May 18, 2015

Record of the Vote: Approved by the Electric Utility Commission on a vote of 6-0 with Herbert absent.

Attest:


Jeff Vice, Staff Liaison